



OFFICE OF INSURANCE AND SAFETY FIRE COMMISSIONER

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DIRECTIVE 06-EX-1

TO: ALL INSURERS LICENSED TO DO BUSINESS IN GEORGIA

FROM: JOHN W. OXENDINE
INSURANCE AND SAFETY FIRE COMMISSIONER

DATE: APRIL 7, 2006

RE: INSURER RESPONSE TIME TO INQUIRIES RECEIVED FROM THE CONSUMER SERVICES DIVISION

Recently, it has come to my attention that some insurers have not responded expeditiously to requests for information sent to them by my Consumer Services Division. Under Georgia law, the Department of Insurance (the "Department") has a right to examine or investigate insurers, and insurers must cooperate with the Department. Some insurers' failure to expeditiously respond to the Consumer Services Division's inquiries compels me to order all insurers receiving such inquiries to respond to the Department as directed herein:

- The Consumer Services Division must receive a written response from any insurer licensed to do business in this state within ten business days of the date that an inquiry was sent by the Consumer Services Division to the insurer via the U.S. Mail.
- The Consumer Services Division must receive a written response from any insurer licensed to do business in this state within six business days of the date that an inquiry was sent by the Consumer Services Division to the insurer via fax or email.

A failure to comply with this Directive may result in further action by the Department. Should you have any questions regarding this Directive, please contact the Consumer Services Division at (404) 656-2070.

JOHN W. OXENDINE
INSURANCE AND SAFETY FIRE COMMISSIONER
STATE OF GEORGIA